

Office of the Attorney General
Human Resources
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JOB POSTING

Interested candidates should send their resume via regular mail, email (*as a Word document*) or facsimile to the address or phone number shown above. The Office of the Attorney General is an Equal Opportunity Employer.

Help Desk Technician Information Technology

User community's primary contact for timely and consistent response to computing and information technology related problems and inquiries.

- Responds to telephone calls, e-mails and in person requests. Uses personal knowledge, technical documentation and reference database systems/sources to analyze and solve end-user problems.
- Creates and keeps updated IT documentation (inventories, setup, etc.). Keeps track of help desk requests and provides Help Desk statistics to manager.
- Assists the Systems/Network administrator with daily and special project operations including management of user accounts, systems security verification and performs other duties as assigned.
- Assists in developing training materials and conducts training classes on the applications that make up the standard desktop configuration. Assists providing standard training for all new employees and refresher lessons for current employees.
- Understands PC and network environments, diagnostic and system monitoring tools, Information Technology policies and current software applications/utilities, and equipment platforms.
- Troubleshoots software setups and configurations. Escalates problems that require skills and/or knowledge beyond the Analyst's experience and training to the Systems/Network Administrator.
- Prepares and installs images of standard desktop configurations. Installs applications and applies updates to these programs.
- Proactively seeks and implements solutions that will reduce the cost and time associated with supporting the applications and recognizes and analyzes trends in errors so as to identify and install long term solutions to problems.

Qualifications:

- Some college education or Information Technology related experience.
- Proficient computer skills to include, but not limited to Outlook.
- Excellent customer service skills.
- Excellent communication skills both oral and written.
- Must act professionally.
- Ability to manage time and plan tasks to meet deadlines, and the ability to set priorities.
- Must be able to work well in a team environment as well as individually.
- Strong sense of ethics, including the need for strict confidentiality.